

# Plan Price Guide

## Mobile Broadband

Available between 30 October 2013 and 27 May 2014

Price Guide updated and all charges applicable from 31<sup>st</sup> March 2019

1-Month Mobile Broadband SIM Only			
Monthly cost (inc. VAT)	£18.05	£23.53	£29.15
Inclusive UK minutes	No		
Inclusive UK texts	No		
Inclusive UK internet	3GB	5GB	8GB
VoIP	Yes		

1-Month Mobile Broadband Plans			
Monthly cost (inc. VAT)	£17.93	£23.53	£29.15
Inclusive UK minutes	No		
Inclusive UK texts	No		
Inclusive UK internet	3GB	5GB	8GB
VoIP	Yes		

24-Month Mobile Broadband Plans						
Monthly cost (inc. VAT)	£14.94	£18.40	£24.14	£29.93	£41.44	£57.59
Inclusive UK minutes	No					
Inclusive UK texts	No					
Inclusive UK internet	1GB	3GB	5GB	8GB	20GB	50GB
VoIP	Yes					

24-Month Mobile Broadband Tablet Plans			
Monthly cost (inc. VAT)	£29.93	£35.68	£41.44
Inclusive UK minutes	No		
Inclusive UK texts	No		
Inclusive UK internet	3GB	5GB	8GB
VoIP	Yes		



Service Type	Call costs (inc. VAT) <sup>2</sup>
Calls to UK mobile numbers	55p per minute
Calls to certain MNVO numbers	55p per minute
Calls to landlines (numbers starting with 01, 02, or 03) (excluding Jersey, Guernsey and Isle of Man)	55p per minute
Calls to Freephone (080, 0808 and 116)	Free. Effective from 1st July 2015
Calls to 08, 09, 118 numbers (not including Freephone 080)	Access Charge of 55p per minute plus a Service Charge <sup>3</sup>
Calls to retrieve voicemail	55p per minute
Text messages to UK mobile numbers	15p per message
Text messages to certain MVNO numbers	15p per message <sup>1</sup>
UK picture messages	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>6</sup>	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	50p per call
Call divert	Standard call rates apply

All services are for use whilst in the UK only

1. Applies to messages sent from your phone or via the EE website, ee.co.uk
2. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
3. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, ee.co.uk
4. Data when using VoIP service, use will be deducted from your inclusive data allowances.
5. Data whilst roaming is not included in your plan. Add-on purchase will be required.
6. Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".
7. Excluding SIM Only plans.

Please go to the help section of our website, ee.co.uk for details around 'non-standard' service charging. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a one minute minimum call charge. Thereafter, calls are charged on a per minute basis. Remember that calls to these numbers are not included in your monthly allowance.

## Points to note

### Notes on UK calling

Calls within the UK only are calls made or received in England, Wales, Scotland or Northern Ireland. As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be classed as a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Charges for calls to these numbers may vary. See our Non Standard Price Guide for more information.

### Internet options & WiFi

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage).

If you go over your 3GB WiFi fair use policy, we may monitor your usage or withdraw the offer from your account.

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and terms and conditions for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.

### General

- A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, you will be charged for two or more text messages as appropriate.
- You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate.
- Charging starts when a call is answered by a person or an answering device.
- On the bill, for pay monthly customers the charge for each call is rounded to the nearest tenth of a penny. The total of each of the sub-categories of 'call charges' and 'other usage charges' will be rounded to the nearest penny on the bill, then added together before VAT is added to this final figure. All chargeable calls will be subject to a one minute minimum charge unless otherwise stated.
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge will be proportionate to the number of days from your date of joining to the end date of your bill.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

Prices effective from 31<sup>st</sup> March 2019  
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